

This document is intended for publication on the Company website and forms part of the client-facing legal and operational disclosure framework.

Legal entity	ARKA Global Liquidity Ltd.
Registration No.	2025-00568
Jurisdiction	Saint Lucia
Website	www.arkaltd.io
General contact	contacto@arkaltd.io
Support / Compliance	support@arkaltd.io
Effective year	2025

## 1. Introduction

ARKA Global Liquidity Ltd. is an International Business Company incorporated in Saint Lucia under registration number 2025-00568. These documents apply to the website [www.arkaltd.io](http://www.arkaltd.io), the trading environment branded as ARKA Global cTrader, and any related services made available by the Company.

This policy explains the rules, procedures, limitations and compliance requirements applicable to deposits and withdrawals made by clients of the Company.

## 2. General Principles

The Company applies deposit and withdrawal procedures designed to protect client accounts, prevent fraud, comply with AML/KYC obligations, verify source of funds, avoid third-party payments, maintain accurate records and reduce operational and financial crime risk.

## 3. Account Verification

Clients may be required to complete identity verification before deposits or withdrawals are processed. Verification may include proof of identity, proof of address, selfie or liveness verification, proof of funds, source of wealth, bank statement, wallet ownership verification, payment method ownership verification, corporate documents and any other information requested by the Company.

## 4. Deposits

The platform configuration indicates USD as the live and demo deposit currency. Accepted funding methods may vary depending on jurisdiction, account type, currency, payment provider availability, compliance requirements and operational risk. The Company may modify, suspend, remove or add deposit methods at any time.

## 5. No Cash or Third-Party Payments

The Company does not accept physical cash deposits or cash-equivalent transactions unless expressly approved in writing and permitted by applicable law and compliance procedures. Deposits and withdrawals must originate from, and be paid to, accounts, wallets, cards or payment methods held in the Client's own name. Third-party deposits and withdrawals are prohibited unless expressly approved in writing and supported by documentation establishing a legitimate legal basis.

## 6. Withdrawal to Original Source

Where possible, withdrawals must be made to the same account, wallet, card or payment method used for the original deposit. If withdrawal to the original source is not possible, the Company may require additional documentation before approving an alternative method.

## 7. Processing Times

Withdrawal requests may be processed within approximately 2–3 business days after all required information and documentation have been received and approved, unless further review is required. This timeframe is indicative and not a guarantee. Delays may occur due to banks, payment processors, blockchain networks, public holidays, third-party providers, technical issues or compliance reviews.

## 8. Fees and Currency Conversion

Deposits and withdrawals may be subject to bank fees, payment processor fees, blockchain network fees, card provider fees, currency conversion fees, intermediary charges and Company fees where disclosed or permitted. Conversion rates may differ from market rates shown elsewhere and may include spreads, charges or markups.

## 9. Open Positions and Margin

Withdrawals may be refused, delayed or reduced if the Client has open positions or insufficient free margin. The Company may reject a withdrawal request if processing it could create margin deficiency, forced liquidation, negative balance risk or operational risk.

## 10. Suspicious Activity and Restrictions

The Company may delay, reject, investigate, freeze or reverse deposits or withdrawals where suspicious activity is detected. Suspicious activity may include identity mismatch, third-party payments, inconsistent source of funds, chargebacks, payment reversals, restricted jurisdictions, high-risk blockchain exposure, fraud indicators or attempts to avoid AML/KYC controls.

## 11. Crypto Transactions

Where crypto deposits or withdrawals are supported, blockchain transactions may be irreversible. The Client is responsible for selecting the correct network, providing the correct wallet address, ensuring wallet compatibility, understanding network fees, avoiding high-risk wallets and maintaining wallet security.

## 12. Recordkeeping

The Company may retain records of deposits, withdrawals, client documentation, communications and transaction history for legal, compliance, AML/KYC, operational and security purposes after account closure where required or permitted.

For questions regarding this document, contact [support@arkaltd.io](mailto:support@arkaltd.io) or [contacto@arkaltd.io](mailto:contacto@arkaltd.io).